

Overview of Results-Based Accountability™ in the Fairfax County Human Services System

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What is Results-Based Accountability™?

Results-Based Accountability™ (RBA) is an approach of conducting decision making, strategic planning, and program management with a focus on customer end results. Key components of RBA include identifying the quality of life we want in our communities and the impact of our work on customers. RBA shifts conversations from what is currently being done (means) to what should be done in order for customers to be better off (ends). Through the RBA approach, organizations identify and measure “how much” work is done; “how well” work is completed; and whether customers are “better off” as a result of efforts. By starting with the ends or results that an organization wants to achieve, employees and stakeholders at all levels are able to contribute and share accountability for results.

Why Utilize the Results-Based Accountability™ Approach?

The Fairfax County Human Services system adopted the Results-Based Accountability™ (RBA) approach to measure performance across the system, foster joint accountability, and collectively strengthen programs and services. The RBA approach is an ongoing management tool to monitor performance at the program, agency and system level. The use of RBA therefore helps human services executives understand where greater efforts are needed to improve customer results.

How was it Launched?

Using RBA as a way to monitor performance, the Fairfax County human services system works to improve customer results in six areas as well as the performance of system-level infrastructure:

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| ❖ Connected Individuals | ❖ Economic Self-Sufficiency | ❖ Healthy People |
| ❖ Positive Living for Older Adults and Individuals with Disabilities | ❖ Successful Children and Youth | ❖ Sustainable Housing |

Utilizing the RBA approach, performance plans were developed throughout the human services system at the program level. Key performance measures from these plans were compiled to monitor results at the system level in the six result areas.

Expected to be released this spring, the [Human Services Report Card](#) will include system indicators that measure the impact of work across the human services system on individuals and families served. The report card is designed to be transparent, used to identify returns on investment and facilitate continuous improvement in the human services system. In addition, the report card and RBA approach will enhance communications about results to staff, managers and decision-makers throughout Fairfax County as well as to community partners who contribute to achievements of the desired human services system results.